



County of San Diego

DEPARTMENT OF ENVIRONMENTAL HEALTH FOOD AND HOUSING DIVISION



Health Officer Orders Impacting Food Facilities: Q & A

To ensure compliance with the County of San Diego [Health Officer Order, Addendum 1 to the Health Order](#) and the [Social Distancing and Sanitation Protocol](#), the Department of Environmental Health (DEH) is providing the following Questions and Answers for clarification:

Q: The Social Distancing and Sanitation Protocol requires “Hand sanitizer, soap and water, or effective disinfectant is available to the public at or near the entrance of the facility, at checkout counters, and anywhere else inside the store or immediately outside where people have direct interactions.” I do not have enough hand sanitizer for the public and my distributor is sold out, what can I do?

A: To comply, restaurants and markets can provide public access to restrooms, which have soap and water to wash their hands. DEH recommends posting a sign at the front entrance that indicates where the restrooms are located and encourages the public to wash their hands. Additionally, restrooms should undergo increased cleaning and disinfection.

Q: My establishment has face masks on order, but they will not arrive until next week, can we have an extension on the order for employees to wear face coverings?

A: Face coverings, not face masks, must be worn by all employees of an essential business. Persons with a medical or mental health condition, or developmental disability that prevents wearing a face covering shall be exempt from this requirement. A face covering is something made of cloth that covers the nose and mouth of an employee. Face coverings can be items that you already have at home, such as a face tube or bandana, or can be home made. Face masks are in limited supply and should be reserved for the use of healthcare workers.



Q: I'm concerned that my staff will touch their face more frequently or contaminate their face covering. How can this be addressed?

A: Encourage staff to bring an extra face covering with them to switch to if one becomes contaminated. Ensure the face covering fits snugly so it does not fall down but allows staff to breathe. Monitor staff to ensure they are taking frequent water breaks and washing their hands before and after touching their face covering.

Q: If I install a plexi-glass barrier at my register, do my staff still need to wear a face covering?

A: Effective May 8, 2020, all essential businesses shall require all employees to wear a face covering regardless if a barrier is provided.

Q: Do my back of the house or kitchen staff need to wear face coverings?

A: Effective May 8, 2020, all food facility employees must wear a face covering, not just those who interact with the public.

Q: Does the Social Distancing Protocol need to be posted?

A: The completed [Social Distancing Protocol](#) must be provided to employees, posted for the public, and be available upon request. DEH recommends posting it near your grade card. Additionally, signs must be posted stating to avoid entering the facility if they have a cough or fever; maintain a minimum six-foot distance from one another; and not shake hands or engage in any unnecessary physical contact.

For more information or questions, please contact the DEH-FHD Specialist on Duty at (858) 505-6900 or by email fhduyeh@sdcounty.ca.gov.